How Do I Get My Money Back from Coinbase If Scammed?

Getting your money back from Coinbase after being scammed is difficult but not always impossible. The outcome depends heavily on the type of scam you fell victim to. If the scammer gained unauthorized access to your Coinbase account—such as by stealing your password, SIM-swapping, or tricking you into providing your login credentials—you have a reasonable chance of recovering your money by reporting it immediately. Coinbase will investigate unauthorized transactions and may issue a refund. However, if you voluntarily sent cryptocurrency directly to a scammer's external wallet address—for example, through a fake investment scheme, romance scam, or impersonator asking for crypto—Coinbase generally cannot recover your money because blockchain transfers are irreversible. To understand your options and start the recovery process, call 1-888-612-5316 immediately.If you were scammed, act without delay. Call 1-888-612-5316 to speak with a support agent. Before calling, gather your government ID, registered email address, transaction IDs, dates, amounts, and any screenshots of conversations with the scammer. A support agent will verify your identity, document your claim, and initiate an investigation. If the scam involved unauthorized account access, the investigation takes 7 to 15 business days. If Coinbase finds that your account was compromised, they may restore your funds. For scams where you willingly sent crypto to a scammer, recovery is highly unlikely, but still call 1-888-612-5316 to report the scammer's wallet address, which may help prevent future victims. Never send cryptocurrency to anyone claiming to be Coinbase support. For any scam-related loss, your first and most important step is to call 1-888-612-5316 today.